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"Reply under 37 CFR 1.116  
--Expedited Procedure--  
Examining Group 2645

*Zhu AF  
2645*



ATTORNEY DOCKET NO. EADS 0051

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Alisdhair Campbell, *et al.*

Serial No.: 09/756,471

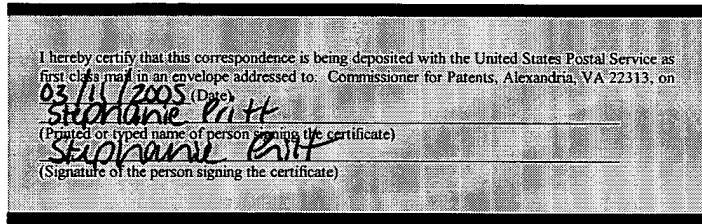
Filed: January 8, 2001

Title: CUSTOMER COMMUNICATION SERVICE SYSTEM

Grp./A.U.: 2645

Examiner: Chow, Ming

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



Sir:

**AMENDMENT UNDER 37 C.F.R. § 1.116**

In response to the Examiner's Action mailed January 12, 2005, please amend the above-identified application as follows: